

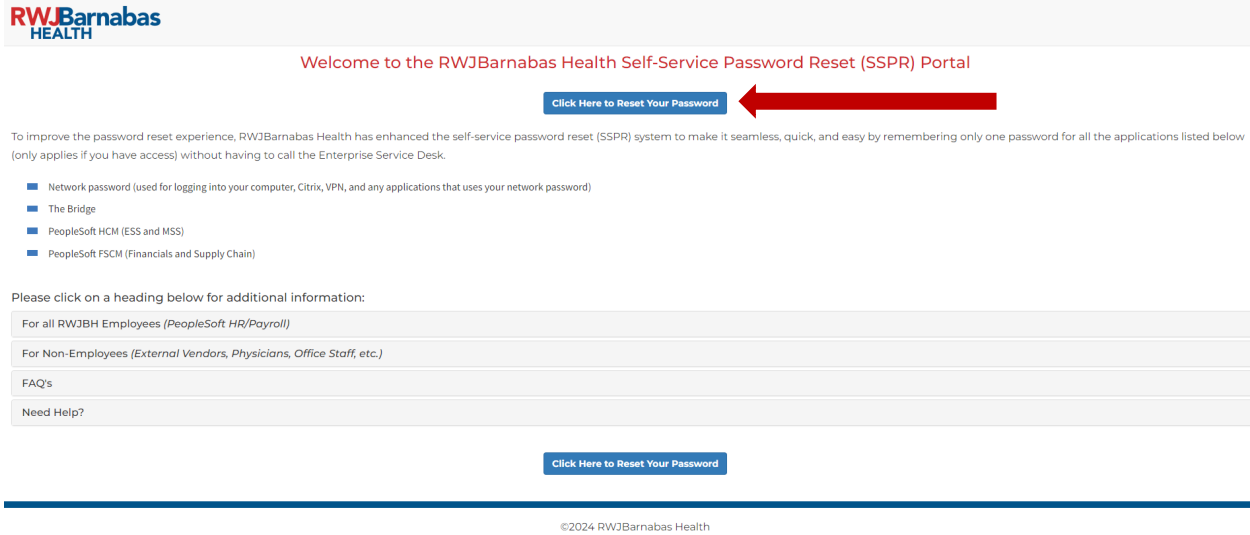
Setting Up Your RWJBH Account to Access Epic

Step by Step Guide

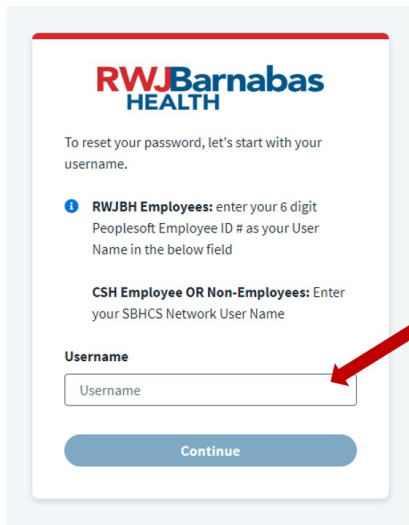
Step 1. Resetting Your RWJBH Account Password

Please use your internet browser to go to <https://reset.rwjbh.org>

Click on “click here to Reset Your Password”

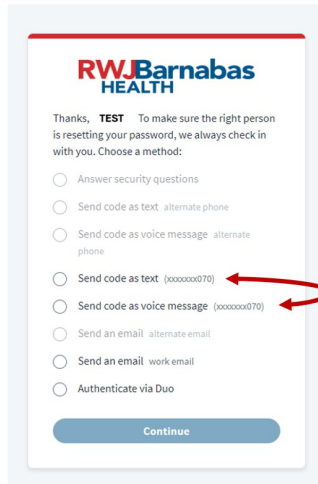


Enter your username (RWJBH account credentials) then click continue.



Select either the “Send code as text” or “Send code as voice message” to receive your check in.

NOTE: Verify the last 3 digits are correct for your cell phone number. If the cell phone number listed is wrong go back to step 1 and verify you entered your RWJBH username correctly. If you are still not able to verify your identity, please contact the service desk at 855-453-1950.



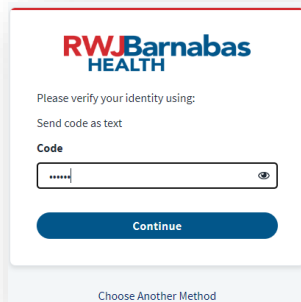
***Choosing “Send code as text”**

- Will send a 6-digit code to the phone registered in your identity profile. Please note the last 3 digits of your preferred phone(s) are listed.
- Please make the appropriate selection and make sure your phone is nearby and turned on.
- Once you receive the code, you must enter it in the dialogue box on your screen.

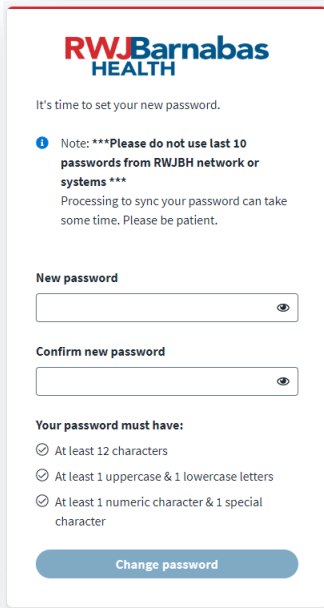
***Choosing “Send code as voice message”**

- You will receive a phone call to the phone registered in your identity profile and will be verbally provided the 6-digit code. Please note the last 3 digits of your preferred phone(s) are listed.
- Please make the appropriate selection and make sure your phone is nearby and turned on.
- Once you receive the code, you must enter it in the dialogue box on your screen.

Enter code received.

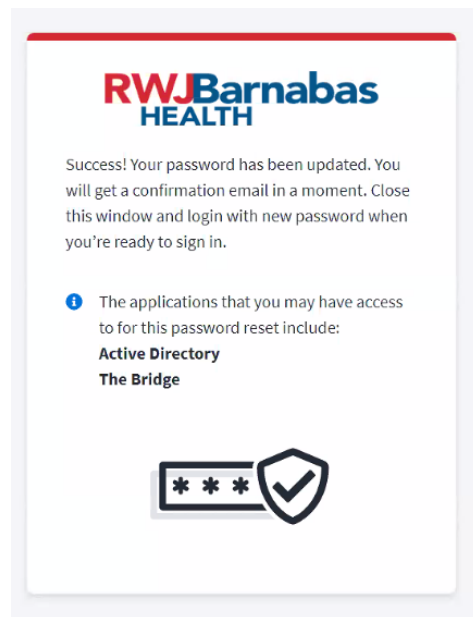


Enter your “New password”.



The screenshot shows the RWJBarnabas Health password reset interface. At the top is the logo. Below it, the text reads: "It's time to set your new password." A blue information icon is followed by a note: "***Please do not use last 10 passwords from RWJBH network or systems ***". Below the note, it says: "Processing to sync your password can take some time. Please be patient." There are two input fields: "New password" and "Confirm new password", each with a toggle icon for visibility. Below the fields, a section titled "Your password must have:" lists three requirements with checked radio buttons: "At least 12 characters", "At least 1 uppercase & 1 lowercase letters", and "At least 1 numeric character & 1 special character". At the bottom is a blue "Change password" button.

After clicking Change password, the processing will begin to complete the change. *Please be patient and do not click on anything while the processing is in progress.*

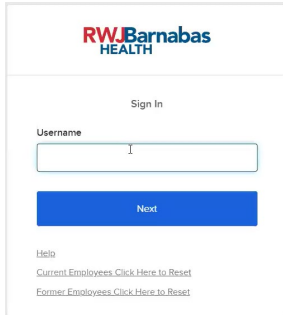


When the password update is complete, you can close your internet browser and begin using your new password.

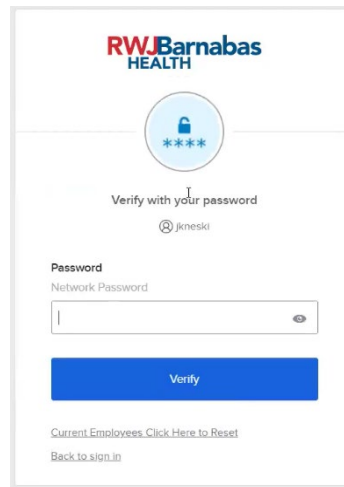
Step 2. DUO Enrollment

On your Computer go to RWJBH.Okta.com

- Using your RWJBH access credentials enter your username then click next, then enter your password and click verify.

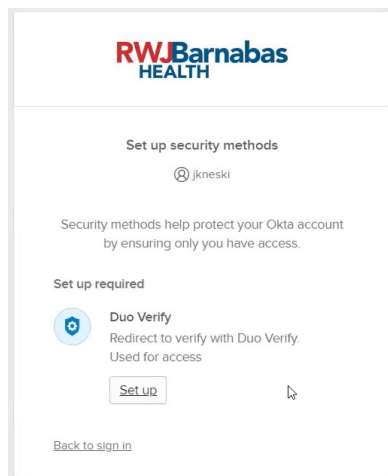


The Sign In screen features the RWJBarnabas HEALTH logo at the top. Below it is the text "Sign In". A "Username" label is positioned above a text input field. A blue "Next" button is located below the input field. At the bottom, there is a "Help" link and two links: "Current Employees Click Here to Reset" and "Former Employees Click Here to Reset".



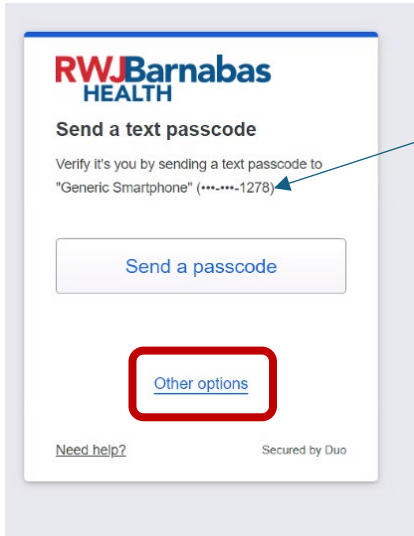
The "Verify with your password" screen displays the RWJBarnabas HEALTH logo. A circular icon with a lock and four asterisks is centered. Below it, the text "Verify with your password" is shown, followed by the user identifier "j.kneski". A "Password" label is above a "Network Password" input field. A blue "Verify" button is positioned below the input field. At the bottom, there are links for "Current Employees Click Here to Reset" and "Back to sign in".

- Under Duo Verify click "Set up"



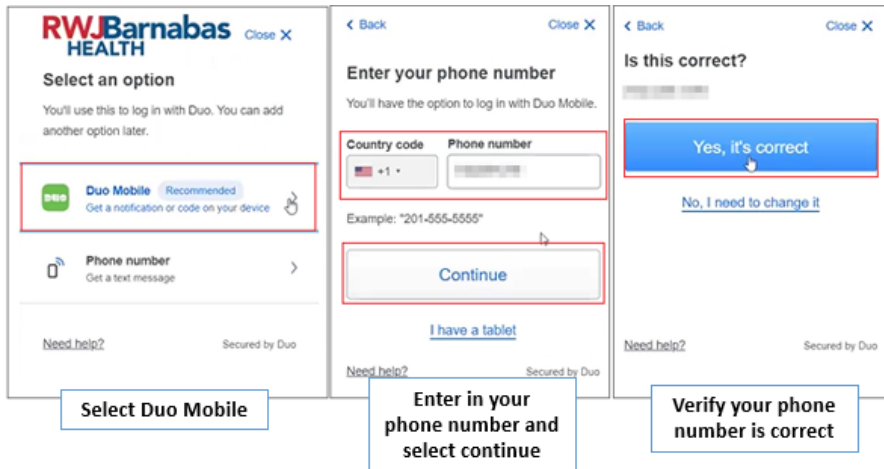
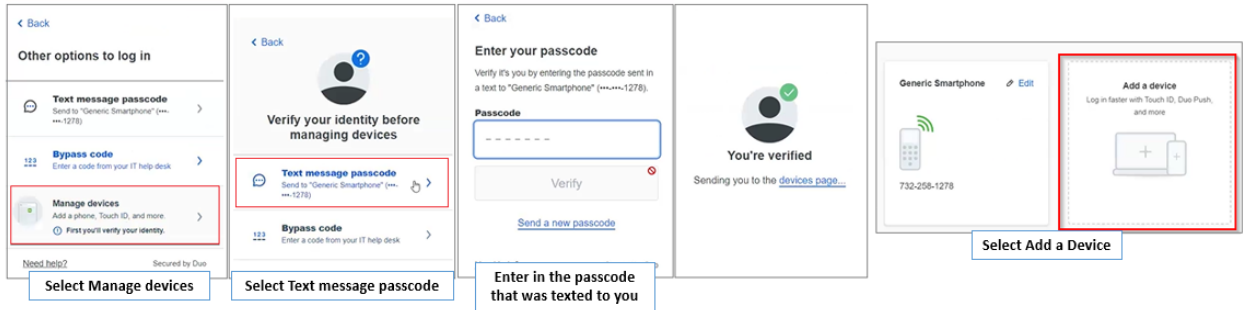
The "Set up security methods" screen shows the RWJBarnabas HEALTH logo. The heading "Set up security methods" is followed by the user identifier "j.kneski". A paragraph explains: "Security methods help protect your Okta account by ensuring only you have access." Under the heading "Set up required", there is a "Duo Verify" option with a circular icon. The text below it reads: "Redirect to verify with Duo Verify. Used for access." A "Set up" button is located below this text. At the bottom, there is a "Back to sign in" link.

- Click "Other options"



If the phone number is incorrect prior to sending a passcode, you may need to call the Enterprise Service Desk for assistance!

- Register your device



- Grab your phone! Time to Enroll

Download the app on your phone:



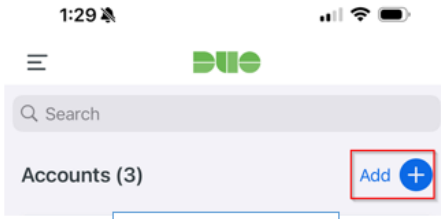
Duo Mobile app for iOS



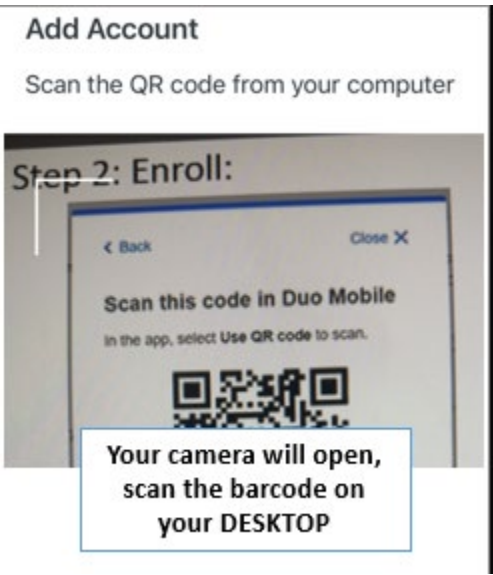
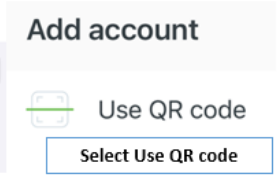
Duo Mobile app for Android



Download DUO Mobile from the Apple App store or Google Play store



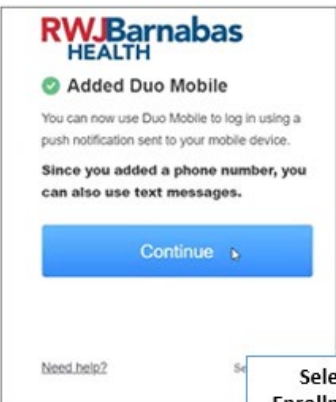
Open the DUO App on your phone and choose Add



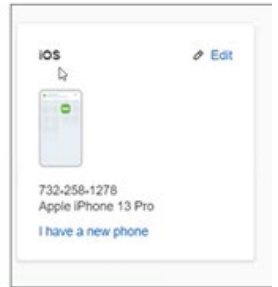
Your camera will open, scan the barcode on your DESKTOP



Scan the code!

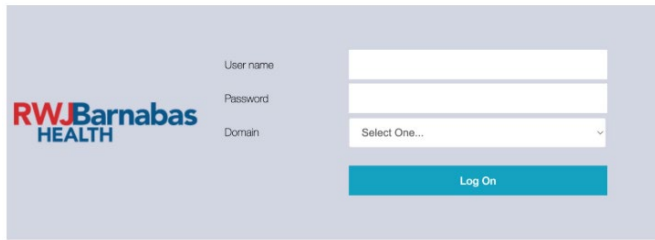


Select continue. Enrollment complete!



Step 3. Verify Your RWJBH Access Account is Ready for Epic

Please use your internet browser to go to <https://remote.rwjbh.org>



The login form features the RWJBarnabas Health logo on the left. To the right, there are three input fields: 'User name', 'Password', and 'Domain' (with a dropdown menu showing 'Select One...'). A blue 'Log On' button is positioned below the fields.

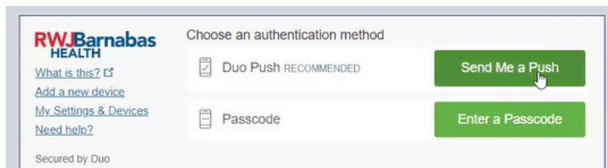
User Name: **RWJBH Account Credentials**

Password: **Use the password you just created when you reset your password**

Domain: **SBHCS**

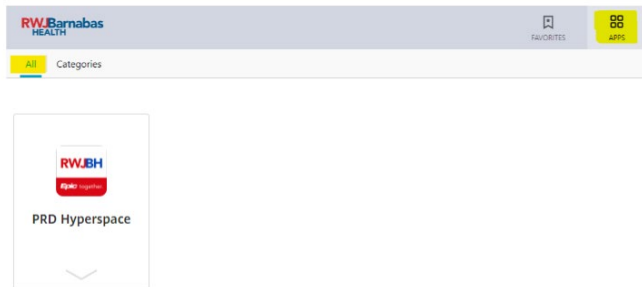
Click “Log On”

Choose an authentication method using the DUO app on your cellphone.



The Duo authentication screen shows the RWJBarnabas Health logo and the text 'Choose an authentication method'. There are two options: 'Duo Push RECOMMENDED' with a green button labeled 'Send Me a Push', and 'Passcode' with a green button labeled 'Enter a Passcode'. Links for 'What is this?', 'Add a new device', 'My Settings & Devices', and 'Need help?' are on the left. The bottom left corner says 'Secured by Duo'.

Confirm you can see the Epic “PRD Hyperspace” icon.



In case you do not initially see the icon click on the small squares at the top right side of the screen and select All.

Should you need additional assistance at any time during the access process please contact the helpdesk at 855-453-1950.